



California Public Employees' Retirement System

PERS-HRD-88.DOT (Rev. 1/99)

POSITION DUTY STATEMENT

PLEASE WRITE JOB #6832/PC IN THE JOB TITLE SECTION OF YOUR STATE APPLICATION (STD 678).

INSTRUCTIONS: The Executive Officer is required by Government Code Section 18805 to report (or to record) "... material changes in the duties of any position in his jurisdiction." The Position Duty Statement

is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the proportion of work time occupied. Prepare copies for employee assigned to the position and his/her supervisor.

Title of Position

Voice Provisioning Analyst

Division and/or Subdivision

Technology Services and Support Division, Data Center Section, Enterprise Desktop Customer Services

Location of Headquarters

400 Q Street, Sacramento, CA, 95811

Class Title of Position

Associate Information Systems Analyst (Specialist)

Position Number

812-1470-xxx(1462)

Effective Date

5/1/10

Percent of
Time
Required

Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities:

Under the general direction of the Technology Services and Support Division, Voice Provisioning, Executive & Investment Desktop Support Manager, the Associate Information Systems Analyst (Specialist) performs the following voice provisioning duties:

Duties will be aligned if hired at Assistant Information Systems Analyst level.

35%

Provides assistance of a complex nature to assigned client divisions in developing and implementing their plans for utilizing telephony systems to address everyday business requirements including:

- Plans, analyzes, designs, builds, tests, implements, supports and telecommunications needs.
- Provides problem identification, problem resolution and technical advice on service requests and incidents, including system outages and equipment repairs.
- Coordinates with other ITSB staff, various telephony vendors and customers for technical information, problem identification and resolution, technical requests and projects.
- Acquires a high degree of familiarity and understanding of each assigned divisions functions, technology requirements and long-term technology strategy.
- Performs station-level private branch exchange (PBX) modifications to include some card level changes, port changes, and phone design modifications.
- Conducts analyses on call accounting system reports and statistics.

20%

Provides lead support over monitoring equipment and network services to ensure efficient use and operation of the Department's telecommunications network.

- Provides problem identification, problem resolution and technical advice on incidents related to monitoring equipment and network services.
- Designs, builds, and tests functionality of single layer auto-attendants and assists higher-level staff with more complex multi-layered, multi-functional auto-attendants, supplies client with flowcharts and spreadsheets using various software tools.
- Provides cross training and technical training to call center staff and other telecommunications representatives.

30%

Conducts information technology business application studies, reports and technical documentation to include:

- Acts as project leader or participates with other analysts to develop budget change proposals, product evaluations, issue papers, procurement packages, project study reports, project plans and technical documentation.

15%

Provides lead support over telephony system/software configurations, installations, training and user support.



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Title of Position

Voice Provisioning Assistant Analyst

Division and/or Subdivision

Technology Services and Support
Division, Data Center Section,
Enterprise Desktop Customer Services

Location of Headquarters

400 Q Street, Sacramento, CA, 95811

Class Title of Position

Assistant Information Systems Analyst

Position Number

812-1470-xxx(1462)

Effective Date

5/1/10

Percent of
Time
Required

Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities:

Under the general direction of the Technology Services and Support Division, Voice Provisioning, Executive & Investment Desktop Support Manager, the Assistant Information Systems Analyst performs the following voice provisioning duties:

45%

Provides assistance to assigned client divisions in developing and implementing their plans for utilizing telephony systems to address everyday business requirements including:

- Analyzes service requests and develops work orders for telephony equipment, PBX modifications, call accounting system database updates/changes and reports.
- Coordinates service requests with external vendors and other ITSB staff as needed
- Runs call accounting system reports and queries and provides analysis.
- Compiles and computes call center statistics for daily call reports.

30%

Assists with monitoring equipment and network services to ensure efficient use and operation of the Department's telecommunications network.

- Runs and compiles PBX call history reports, performs analysis and escalates to higher-level staff as needed
- Acts as first-level support on PBX, voice mail system and voice network trouble issue resolution.
- Assists with disaster recovery planning with division customers.

15%

Assists with telephony system/software configurations, installations, training and user support.

10%

Assists with information technology business application studies, reports and technical documentation to include:

- Maintains all records related to the organization's communications network and assists with State, Public and Internal directory updates.